

W-02113A-07-0551



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ORIGINAL

ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM RECEIVED

Investigator: Al Amezcua

Phone: [REDACTED] 8 SEP - 8 [REDACTED]

Priority: Respond Within Five Days

AZ CORP COMMISSION
DOCKET CONTROL

Opinion No. 2008 - 71106

Date: 8/29/2008

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Dina

Galassini

Account Name: Dina Galassini

Home: [REDACTED]

Street: [REDACTED]

Work: (000) 000-0000

City: Fountain Hills

CBR: [REDACTED]

State: AZ Zip: 85268

is: E-Mail

Utility Company: Chaparral City Water Company

Division: Water

Contact Name: *

Contact Phone: (000) 000-0000

Nature of Complaint:

8/29/08 Docketed under W-02113A-07-0551

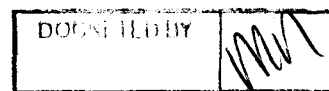
Received email from Ms. Galassini

From: Dina Galassini [REDACTED]
Sent: Tuesday, August 26, 2008 3:39 PM
To: Utilities Div - Mailbox
Subject: Letter to ACC: APS Docket No. E-01345A-08-0172

Arizona Corporation Commission

DOCKETED

SEP - 8 2008



TO: ALL ARIZONA CORPORATION COMMISSIONERS

FROM: DINA GALASSINI
[REDACTED]

CONTACT: [REDACTED]

RE: CHAPARRAL CITY WATER COMPANY, INC.

REQUEST FOR RATE INCREASE

DOCKET No. W-02113A-07-0551

Dear Corporation Commissioners:

CHAPARRAL CITY WATER COMPANY (CCWC) should not receive a rate increase at this time due to the hardships to consumers it will result in at this crucial time in the economy. As a consumer and real estate agent,

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I know our economy is in worse shape than what the media is leading us to believe. I read Money and Markets and interviews from financial advisors. We are on the verge of a major melt down, meaning depression; not recession. This is very scary to me and my family. People are struggling and failing to keep their heads above water. We are crashing, not surviving.

The CCWC increase of 36.45 percent is absolutely unacceptable to me as a consumer.

Respectively,

Dina Galassini
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

8/29/08 August 29, 2008
Staff wrote to Ms. Galassini

RE: Chaparral City Water Company

Dear Ms. Galassini:

Your email regarding the Chaparral City Water Company ("Chaparral City") rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase.

Sincerely,

Alfonso Amezcua
Public Utilities Consumer Analyst
Utilities Division
End of Comments

Date Completed: 8/29/2008

Opinion No. 2008 - 71106

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Investigator: Al Amezcua**Phone:** [REDACTED]**Fax:** [REDACTED]**Priority:** Respond Within Five Days**Opinion** **No.** 2008 - 71064**Date:** 8/28/2008**Complaint Description:** 08A Rate Case Items - Opposed
N/A Not Applicable**First:****Last:****Complaint By:** **Darice****Putterman****Account Name:** Darice Putterman**Home:** [REDACTED]**Street:** [REDACTED]**Work:** (000) 000-0000**City:** Fountain Hills**CBR:****State:** AZ Zip: 85268**is:****Utility Company:** **Chaparral City Water Company****Division:** Water**Contact Name:** [REDACTED]**Contact Phone:** [REDACTED]**Nature of Complaint:**

8/28/08 Docketed under W-02113A-07-0551

Per Ms. Putterman, she's physically disable an increase of such magnitude would be severe. Medical expenses are extreme and part of my daily life. Water in the state of Arizona should be affordable. Additionally October and November of 2007 she was notified by the Department of Health of Maricopa that legenela was found in the water supply. Customers had to be very careful with their nebulizers when cleaning and drying them out. She is still dealing with this health consequences. The company should have notice all the customers of this find. She was not notified and she has lived here for over 21 years. She has had problems with her water meter this last March which damage the water regulator on her side of the meter. There should be more Community Communication with such an increase request of 46%. This is a severe hardship on the customers. In her opinion utility companies that have Legelena in the water should have more resources to communicate with the customers. She's afraid not only for herself but others like her in the community. Please deny the increase.

End of Complaint

Utilities' Response:**Investigator's Comments and Disposition:**

8/28/08 I advised Ms. Darice Putterman that her comments regarding the Chaparral City Water Company rate case will be placed on file with the Docket Control Center of the Arizona Corporation Commission to be made part of the record. The Commission will consider your comments before a decision is rendered in the Chaparral City Water Company application.

The concerns raised in letters received from customers will assist the Commission in the investigation and review of the rate application. The Commission's independent analysis of the utility and its rate request attempts to balance the interest of the utility and its customers.

Commission Staff is very sensitive to the burden that high utility rates can place on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the

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consumer.

Staff appreciates your comments and the interest taken on the proposed rate increase. CLOSED.

End of Comments

Date Completed: 8/28/2008

Opinion No. 2008 - 71064
